

BUSINESS VOICE

THE LAS VEGAS CHAMBER OF COMMERCE MAGAZINE | LVCHAMBER.COM | JUNE 2012



T3
TAKES
OFF



Las Vegas Chamber of Commerce
6671 Las Vegas Blvd. South, Ste. 300
Las Vegas, NV 89119-3290
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President & CEO
Las Vegas Chamber of
Commerce

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{ president's message }



KRISTIN MCMILLAN
President & CEO

On June 27, McCarran International Airport will unveil its new Terminal 3 (T3) literally to the world, showcasing a 1.9 million square-foot expansion project. With 14 new gates, T3 will add much-desired capacity for international and domestic carriers alike. On opening day, T3 will welcome Copa Airlines in its first non-stop flight from Panama City, signaling an anticipated boost to international traffic between Las Vegas and feeder markets in South America. Besides Copa, new partnerships have been formed with Airberlin, Arkefly and Volaris in anticipation of the opening – representing an estimated non-gaming impact of close to \$150 million in 2012. This portends a positive outlook not only for tourism and convention business, but also for business development and diversification.

The facility itself will also be a beacon of modern innovation and leading edge technology. The terminal, which could fit six football fields placed end-to-end, was built to be flexible and adaptable. Its 100 percent common use space will allow for greater flexibility to accommodate multiple carriers, increased traffic during peak periods and overflow from D gates. The airport's new control tower will run on newer GPS technology, something that will help the airport accommodate larger amounts of air traffic, improve efficiency for air travel to Las Vegas, reduce noise and decrease carbon emissions. T3 is also the first airport facility to open post-9/11, giving the airport a major advantage in the design and efficiency of its security checkpoints and surveillance procedures.

T3's amenities will also include a 10,000 square-foot duty free shop, shops owned by local small businesses and a variety of dining options. This will keep the airport at the forefront of comfort and convenience, and will reinforce the image of Las Vegas as unsurpassed in the leisure travel space. T3 will also provide something of an art gallery, with a number of original and strategically placed pieces of art, some from local artists.

Better and more streamlined air travel means more visitors, both domestic and international, helping the United States and Las Vegas in particular reclaim its share of the international travel market. Coupled with the federal government's efforts to ease visa restrictions and create faster, more efficient visa processing, Las Vegas is positioned to take a good part of the international tourism market share, resulting in more jobs, revenues and a positive economic impact.

Technology. Opportunity. Culture. T3 encompasses all of these elements, and is a great way for travelers to experience the hospitality and innovation of Las Vegas as they enter our great city – and as a lasting impression on their way out. As T3 readies itself for the world at large, we are excited to give you a special glimpse in this month's cover story. Las Vegas, get ready for take-off. **BV**

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BUSINESS VOICE
THE LAS VEGAS CHAMBER OF COMMERCE MAGAZINE
VOLUME 33 NUMBER 6

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LAS VEGAS RESCUE MISSION

"As a non-profit business, keeping costs low is essential. The Las Vegas Chamber of Commerce makes it possible for the Las Vegas Rescue Mission to provide an affordable health insurance plan to our employees."

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Las Vegas Chamber
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celebrate leadership las vegas class of 2012!

This year's Leadership Las Vegas Graduation Ceremony will be a tribute not only to the Class of 2012, but a commemoration of 25 years of the Leadership Las Vegas program. Alumni and guests are encouraged to attend and reminisce about the Leadership Las Vegas experience, revisit with class members and welcome the Class of 2012 into the Leadership Alumni group, now encompassing more than 1,000 members.

This celebratory event will also feature special guest Dr. Larry Peppers. During the ceremony, the Leadership Hall of Fame Award will be presented to Alan M. Diskin of Junior Achievement for his contributions towards the program and the Las Vegas community.

Don't miss this opportunity for a Leadership Las Vegas "reunion." Seats for this event are \$100 per person, and \$1,000 for a table of ten.

LEADERSHIP LAS VEGAS GRADUATION CEREMONY

WHERE: MGM Grand Convention Center
Premier Ballroom

DATE: Friday, June 15

TIME: 6:00 - 9:00 p.m.

Register at LVChamber.com or call 702.641.5822.



new streamlined processes for business licensing

Doing business in Las Vegas is getting easier. The City of Las Vegas is consolidating many of the different licenses that were once required of different types of businesses. It recently decreased the number of business licenses by 37 percent, from 287 different licenses to 241. In May, more than 5,500 businesses were notified that they no longer needed to carry multiple licenses.

The establishment of a primary business license is a major step forward in increasing the efficiency of licensing, as well as the time and costs associated with the licensing process. Businesses will receive a new consolidated sales or services license in the mail as their regular renewals are due in the next six months.

Other initiatives the City of Las Vegas has undertaken recently include the ability to apply for a business license online (the first government agency in Southern Nevada to do so). Businesses can also pay their application fee or renew their current business online.

The city is planning on continuing the consolidation effort over the next year. For more information, visit LasVegasNevada.gov or contact the Development Services Center (DSC), at 333 N. Rancho Dr. The DSC is open Monday through Thursday, from 7:00 a.m. - 5:00 p.m.

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The Las Vegas Chamber of Commerce welcomes input, ideas and suggestions from our members. As with any periodical, we must adhere to strict deadlines and we reserve the right to edit all materials submitted for publication. Commentaries that are marked as such do not necessarily reflect the opinion or position of the Chamber, its trustees or employees. The Chamber cannot guarantee the validity or accuracy of the contents of paid advertisements. Questions or concerns about content of *The Business Voice* can be addressed to Vice President of Marketing, Las Vegas Chamber of Commerce, 6671 Las Vegas Blvd. South, Suite 300, Las Vegas, NV 89119.

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put your business in the spotlight

How often do you get an opportunity to put your small business in the spotlight? For Valerie Parker of VP Marketing, the Small Business Excellence Awards provided her an outlet for publicity and exposure. "To be selected as Small Business of the Year in 2010 was without a doubt one of the most amazing experiences of my life," Parker comments. "Talk about exposure! I will be able to refer to this recognition for years to come. I can't think of a better way to showcase your business and its accomplishments!"

If you are a small business in Southern Nevada and a Chamber member in good standing, nominating your business for a Small Business Excellence Award can give you recognition and publicity. Nominees are published on LVChamber.com and celebrated at the Small Business Excellence Awards Luncheon on September 20, at the Paris Las Vegas Hotel and Casino. There are four categories from which to choose:

- Small Business of the Year (5 or Fewer Employees)
- Small Business of the Year (25 or Fewer Employees)
- Non-Profit Business of the Year
- Woman/Minority-Owned Business of the Year

As an added bonus, businesses that submit a qualified nomination for a Small Business Excellence Award by Friday, June 15, will also receive two complimentary tickets to Business Expo 2012.

To get more information on the nomination process and the criteria, or to download your nomination form, visit LVChamber.com/sbea or call 702.641.5822. Nominations are due by Friday, July 6.



are you ready to "expo"-se your business?

Business Expo is the place to get ahead and get connected. Each year, about 200 exhibitors and 2,000 attendees engage one another at this high-energy, dynamic trade show. Expo is a great venue to

- Gain visibility.
- Grow your business through new relationships with other exhibitors and attendees.
- Reacquaint the business community with existing services.
- Obtain valuable prospects and leads.

A limited number of exhibitor opportunities are still available to Chamber members. For more information or to download an exhibitor registration form, visit LVChamber.com/business-expo.

Tickets to attend Business Expo are only \$10 each. Early registration is recommended, so you can go right to the trade show floor and maximize your time with the exhibitors and other attendees. For tickets, visit LVChamber.com or call 702.641.5822.



T3 TAKES OFF

The opening of Terminal 3 at McCarran International Airport is generating national buzz, from the sophistication of its technology to the aesthetics of the original art installations adorning different points of the terminal. We asked Randall Walker, Director of the Clark County Department of Aviation, about what the opening of Terminal 3 means for the future of Las Vegas.

What are some of Terminal 3's features and amenities that will keep us at the forefront of travel and tourism?

At 1.9 million square feet, it offers added space. Most people probably don't realize the airport's existing infrastructure was only designed to process up to 40 million passengers per year. With some creativity we were able to handle almost 48 million passengers in our busiest year in 2007, but we could not go on like that forever. The extra space at T3 is something we believe people will notice right away.

Technology will also be a huge component at T3. The check-in areas include kiosks that allow people to print and affix their own baggage tags, which trials have shown improves the efficiency of the baggage check process. At the gates, passengers will be able to use self-boarding devices, which read your boarding passes and open up similar to the modern turnstiles one would find at a subway or train station. On the outside, aircraft will enjoy a new automated docking feature called Safedock, which uses a high-performance laser range finder and LED display to guide pilots to within 10 centimeters of their aircraft's stop position, regardless of the weather, time of day or size of the aircraft.

Terminal 3 is the first airport facility to open in the post-9/11 era. What are some of the challenges and advanced security features in the expansion?

In many ways, designing a new terminal in the post-9/11 era made things easier, since we had a better understanding of what the Transportation Security Administration's regulations and expectations were from the moment we first put pen to paper.

Some of the things travelers may notice include bollards on the sidewalks outside along the curbs, which were installed to prevent vehicles from driving too close to the building. There are also more than 1,000 surveillance cameras within the main building and garage, which help improve safety and security.

Also, the T3 security checkpoints were built to be much larger than any checkpoints from the pre-9/11 era. Today we obviously know more about how the screening processes have evolved, what steps we can take to maximize passenger flow prior to those checkpoints, and so on. If anything, we want travelers to notice the improved efficiency.

What does Terminal 3 mean for the Las Vegas business community and the local economy?

For decades, it seemed as though growing visitor volume was constantly challenging the airport's infrastructure. McCarran was expanded in the 1980s, 1990s and 2000s, but our planners were soon after pressed to readdress the next challenge as more people and airlines expressed a desire to fly to Las Vegas, and we had to come up with new ways to squeeze everyone in.

T3 will add 14 aircraft gates, including seven equipped to handle direct international arrivals, a market that has enjoyed double-digit growth in recent years. It can also support the check-in, security screening and baggage claim needs of up to 26 gates at McCarran's D Concourse, located just a 45-second tram ride away. The ability to split D gates' traffic between two terminals will greatly relieve peak period congestion. To





increase efficiency and reduce waiting times, travelers at Terminal 3 will also enjoy some of the airline industry's latest technologies.

We also have added a lot of comfort amenities, including new stores and restaurants, and have continued our longstanding practice of offering free wireless Internet service, with plenty of additional places to recharge your cell phone or hand-held device. All of these improved measures will support added growth within Southern Nevada's tourism industry.

Travel and Leisure magazine readers recently named McCarran the number seven-rated airport overall, including having the best location among airports surveyed. What does this mean for Terminal 3 and McCarran's future?

It's always nice to receive credit from outside parties, whether it is the recent *Travel and Leisure* ranking or J.D. Power and Associates, which selected McCarran as the top airport in North America a few years ago. In reality, our more than 1,400 employees understand that McCarran provides the first and last impression of Las Vegas for millions of travelers each year. We take that responsibility seriously because we recognize that most travelers choose to visit Las Vegas rather than come here because they have to. The last thing we want is for someone to choose to take their next trip elsewhere because they had a bad experience at McCarran.

How will the new GPS-based air traffic control system expand the capacity of the airport? What does it mean for Southern Nevada?

McCarran is uniquely positioned to receive benefits from the Federal Aviation Administration's Next Generation Air Transportation System, or "NextGen." Its primary efficiencies are expected to result in greater predictability of flight paths, and improved ability for FAA air traffic controllers to have more planes in the air safely at any given time.

McCarran is one of the first airports in the nation to implement new NextGen instrument approach procedures called Area Navigation (RNAV), Standard Instrument Departures (SIDs) and Standard Terminal Arrival Routes (STARs). In essence, they refer to procedures that will allow arriving or departing aircraft to follow more efficient and environmentally friendly flight paths to and from the airport. In turn, that will result in less noise over noise-sensitive areas, and reduced carbon emissions thanks to aircraft gaining the ability to burn less fuel while in flight.

The modernization afforded by NextGen will greatly improve efficiency for air travel to Las Vegas, and we are hopeful that NextGen may help reduce delays, as well.

The bottom line is simple: at some point, the airline industry will recover, and the systematic delays and congestion that were commonplace

a few years ago will again become the norm unless the federal government takes action to improve the nation's air traffic control systems. NextGen is the way to address that problem, hopefully in the short-term future.

How do you view the airport in terms of visitor experience? How does the new terminal factor into showcasing Las Vegas as an ideal business location to the millions of people that travel through it?

Terminal 3's appearance will demonstrate to travelers that this is a community that is committed to its number one industry, and remains willing to invest in facilities that provide the infrastructure necessary for Las Vegas to remain one of the world's most popular travel destinations for decades to come.

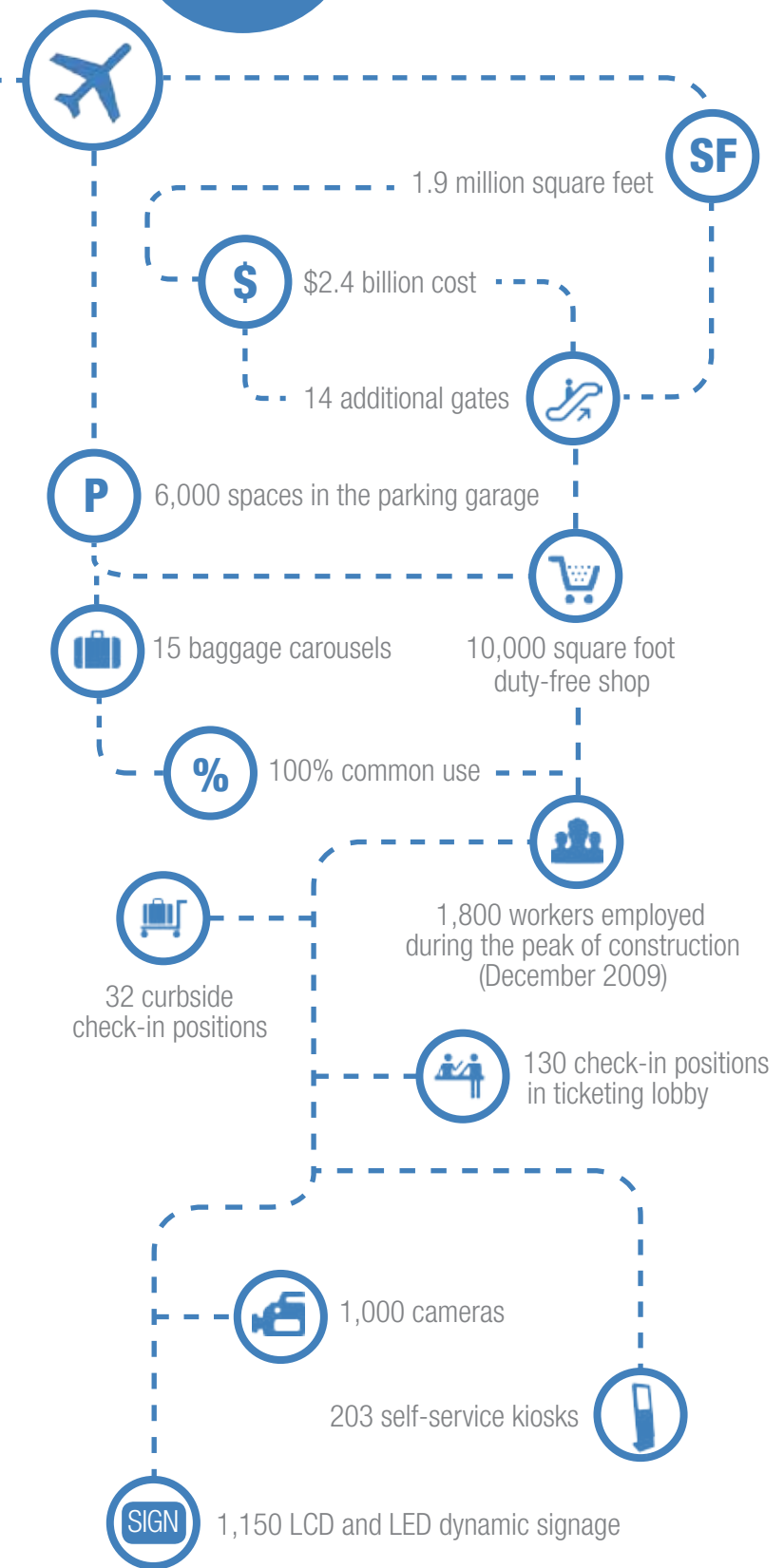
As Las Vegas works to attract and expand businesses, how does the airport fit into an economic diversification strategy and what advantages does McCarran bring in making Las Vegas a competitive place to do business?

The airport is just one component of any region's economic diversification strategy, but I am confident McCarran is a strong selling point for those engaged in such efforts here locally.

Business travelers here have access to an airport that sees nearly 500 departures each day, with nonstop service to any of 139 airports around the world. There are not many

Continued on page 10

T3 BY THE NUMBERS





communities, certainly none the size of Las Vegas, which can match that type of reach in terms of scheduled air service.

In addition, McCarran's location is in close proximity to this community's central business corridor, which can also be advantageous when comparing travel times here versus those in some other cities.

Charlotte Douglas International Airport has logistics tied into its airport. How does the growth of logistics fit into the overall sustainability and future economic development of Southern Nevada?

For logistics to take on a larger role at McCarran, the community must first create a more robust manufacturing base. Today the airport's core function remains the movement of travelers, not cargo, because our community's primary industry is still travel and tourism.

Last year, for example, McCarran handled less than 95,000 tons of cargo airportwide. By comparison, Los Angeles International Airport had nearly 1.8 million tons. Also, a significant portion of the cargo we do see at McCarran is directly or indirectly connected to the tourism industry, whether that means

fresh seafood flown in for use in restaurants or fresh flowers that that will be used to decorate a place setting within a hotel lobby or conference center.

The LVCVA has identified international markets as an important part of expanding our visitor traffic. What is the strategy of expanding direct international flights and how can Las Vegas grow its international capacity?

Terminal 3 provides seven gates that can accommodate international arrivals that require direct access to screening by U.S.

Customs and Border Protection officials. Previously, McCarran only had four such gates, and those were much less efficient than what T3 has in place. This fact alone was a significant development for the community's international marketing push, because without T3 there simply would not have been room for McCarran to accept more direct international flights during peak arrival periods.

Aside from the added space, we work closely with the LVCVA to market the

destination and McCarran before potential airline partners.

We are always looking into which markets we believe could benefit from new service, and strategically trying to contact specific carriers that may be capable of serving those areas of the world.

This approach has been successful. In May, we welcomed new seasonal service from Germany's Airberlin, and in June we'll add nonstop flights from Amsterdam by a carrier

called ArkeFly. We are particularly excited about the June 27 addition of Copa, a Panamanian carrier that has a great network for one-stop Las Vegas service to cities throughout Latin America. British Airways has also just announced its plans to add three-times-per-week service from London Gatwick, as well. There is a lot to be excited about in terms of international visitation.

Terminal 3 opens to the public on June 27. For more information on the opening activities, visit McCarran.com.

BV



SOME LEAD.
Others follow.

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FORWARD TOGETHER

Before there was music, there was a partnership.

"We are particularly gratified that our lending is from a local, community-based bank because this is a facility that was built for the community. It makes for a great collaborative partnership."



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bankofnevada.com/smith-center

Richard Johnson
Chief Financial Officer
The Smith Center for
the Performing Arts

ARE YOU READY FOR BUSINESS EXPO?

Engage the business community at Business Expo on Wednesday, June 20, at World Market Center, Building C. This year's trade show will have a packed exhibitor floor and about 2,000 attendees to engage in a community of high-powered, dynamic networking and business building.

EVENT DETAILS:
WEDNESDAY, JUNE 20
NOON – 5:00 P.M.
WORLD MARKET CENTER, BUILDING C
495 S. GRAND CANYON PKWY.
LAS VEGAS, NV 89106

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PUT YOUR BUSINESS FRONT AND CENTER.

This annual trade show opportunity gives Chamber members an affordable, easy way to promote their products and services. With about 2,000 attendees, your business will have a receptive audience and a chance to market to representatives from different industries and companies all over Southern Nevada.

A limited number of exhibitor opportunities remain for this year's program. Visit LVChamber.com or call 702.641.5822 for more information on exhibiting at Expo.

GET AHEAD. GET CONNECTED.

Wear comfortable shoes, and bring plenty of business cards. Attendees are encouraged to arrive when the show begins and stay until it concludes, but you can come at your own pace and browse the show floor, talk to exhibitors and other attendees and sample cuisine from some of Las Vegas' most popular eateries. Tickets to Business Expo are just \$10.

Visit LVChamber.com or call 702.641.5822 to get your tickets today.

VYP HEALTH INSURANCE

ARE YOU COVERED FOR “OH BLEEP” MOMENTS?

Everyone has them. We slip and fall. We break a heel and twist an ankle or take a tumble on a hike or a bike ride. No one is immune to that occasion when we just have to say, “Oh, bleep.”

Most of us don't tend to think about insurance until we need it, and by then, it's usually too late.

For members of Vegas Young Professionals who are also members of the Las Vegas Chamber of Commerce, protection for those situations is about to get easier with

the introduction of VYP Health Insurance, provided exclusively by HealthPlan of Nevada, a UnitedHealthcare company.

“The most careful, responsible people in the world still need to plan for unexpected circumstances that may impact them, both physically and financially,” explains Bill Wright, president of Chamber Insurance & Benefits, LLC. “The introduction of VYP health and life insurance provides young professionals with healthcare options that they need for those unplanned situations.”

The new plans are built for young professionals between the ages of 21 and 39, and include several options, including individual and group plans, low-cost monthly payment plans and low deductibles.

VYP Health and Life Insurance will debut at the VYP Fusion Mixer on Friday, June 8, inside Hyde at Bellagio. Individual insurance plans are available immediately, and group plans can be purchased July 1. For more information on the products, visit VYPInsurance.com.

#OHBLEEP

“Oh BLEEP!!!” happens.
Are you covered?

**VEGAS YOUNG PROFESSIONALS
HEALTH + LIFE INSURANCE**

Las Vegas Chamber
of Commerce

HEALTH PLAN OF NEVADA
A UnitedHealthcare Company

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AVOID TOUGH DECISIONS ON YOUR PRESCRIPTION HEALTH CARE



With skyrocketing prescription costs, many people often find themselves in a compromising position. They need medication to control symptoms, manage illnesses and engage in preventive care. In the common situation of not being able to afford necessary prescriptions, they skip doses or forego the medication, resulting in chronic problems, advanced illness and supplemental health issues.

Established in 2008, Nevada Drug Card aims to help people avoid these difficult situations and afford their necessary medications. Nevada Drug Card is free for all residents of Nevada, and can be used in addition to health insurance prescription

plans to help offset the debilitating costs of some medications, or simply to help with the cost of everyday prescriptions. The card can also be used for those without health insurance or a prescription drug benefit, or those with health savings accounts and high deductible plans. Users can also search for their prescriptions on the Nevada Drug Card website. Since its inception, the program has saved its customers more than \$10 million, and can discount prescriptions up to 75 percent. Average savings are typically about 30 percent.

Testimonials for the program have extolled the savings and how it kept users from having to make difficult

decisions regarding their healthcare. Such instances include those going through periods of unemployment and emergency care situations. Many success stories involve taking advantage of generic prescription options that saved users anywhere from \$50 to about \$400.

Nevada Drug Card covers all FDA-approved brand name and generic prescription medications. While pharmacy costs may vary from week to week and by location, the user is guaranteed the lowest price available, regardless of whether it is the Nevada Drug Card price, insurance price or the pharmacy's already discounted price.

Free cards can be created for individual family members, and are a great supplemental option to offer to employees and their families. There are no enrollment forms, no age or income restrictions, no exclusions and no annual limits on using the program. Nevada Drug Card is honored at 459 participating pharmacies in Nevada, and 56,000 throughout the United States, including Walgreens, CVS, Albertsons, Wal-Mart and more.

Visit www.NevadaDrugCard.com for more information, including how to instantly create and print a customized card, find participating pharmacies and utilize the prescription search tool. It's an easy way to avoid a difficult decision down the line. **BV**

HELP!

Does Your Health Plan Not Cover These Drugs?

Tramadol HCL
Zolpidem
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Phentermine
Simvastatin
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If you are prescribed a non-covered drug, use Nevada Drug Card to save money.



- ✓ **Free and available to all residents!**
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- ✓ **Accepted at over 56,000+ pharmacies nationwide!**

Contact:

Suzanne Domoracki
Program Development
suzanne@nevadadrugcard.com
888-826-8636



CVS/pharmacy

VONS

SAFeway

Raley's



Walgreens



TO RSVP FOR EVENTS:



6 WEDNESDAY CHAMBER CONNECTIONS

Increase your customer leads and business referrals! An established dedicated leads group made up of professionals from a variety of industries. Limited openings available; please call for space availability.
5:30 - 7:00 p.m.
Las Vegas Chamber of Commerce*
\$120 every six months. Chamber members only. 702.641.5822 or chamberconnections@lvchamber.com

12 TUESDAY EDUCATION POLICY COMMITTEE

Engage with other business professionals and educators to collaboratively address the issues facing the K-12 and higher education systems in Las Vegas.
1:00 - 3:00 p.m.
Las Vegas Chamber of Commerce*
Exclusive for Chamber members and their employees only. Register online or call 702.641.5822.

13 WEDNESDAY CHAMBER VOICES TOASTMASTERS

Be a better speaker and a more effective presenter. Open to all members to enhance speaking, presentation and leadership skills.
10:45 a.m. - Noon
Las Vegas Chamber of Commerce*
\$54 every six months. Guests always complimentary.

EVENTS JUNE

TWO EASY WAYS TO REGISTER FOR CHAMBER EVENTS:

Go to LVChamber.com and find your event on the Events Calendar, or call 702.641.5822.

LAS VEGAS CHAMBER OF COMMERCE ADDRESS:
6671 Las Vegas Blvd. South, Suite 300
Las Vegas, NV 89119 (at Town Square)

*Event will be held in the CenturyLink™ Conference Center at the Las Vegas Chamber of Commerce

13 REGISTRATION CLOSED WEDNESDAY

BUSINESS AFTER HOURS AT MCCARRAN INTERNATIONAL AIRPORT IN TERMINAL 3
Join the Las Vegas Chamber of Commerce and members of the other local chambers of commerce for this exciting Business After Hours as we celebrate the grand opening of Terminal 3.
5:30 - 8:00 p.m.
McCarran International Airport
5757 Wayne Newton Blvd.
Las Vegas, NV 89119

No walk-in guests will be admitted. Sponsors:



14 THURSDAY MORNING MINGLE

Maximize your Chamber membership by attending this breakfast series designed for members who want to learn about volunteer opportunities within the Chamber to build their business network.
7:30 - 8:00 a.m.
Registration & networking
8:00 - 9:30 a.m. Program
Las Vegas Chamber of Commerce*
By invitation only. Complimentary. Hosted by the Las Vegas Chamber of Commerce Prospectors. Register online or call 702.641.5822.



14 THURSDAY LOCAL GOVERNMENT POLICY COMMITTEE

This new policy committee will work to enhance a positive business environment in Southern Nevada and study proposed government activities for their impact on business.
2:00 - 4:00 p.m.
Las Vegas Chamber of Commerce*
Exclusive for Chamber members and their employees only. Register online or call 702.641.5822.

15 FRIDAY LEADERSHIP LAS VEGAS GRADUATION

Celebrate the 2012 graduating class and 25 years of Leadership Las Vegas. Special guests will include Dr. Larry Peppers and Hall of Fame Inductee, Alan M. Diskin.
6:00 - 7:00 p.m.
Cocktail Reception
7:00 - 9:00 p.m.
Program & Dinner
MGM Grand Convention Center Premier Ballroom
3799 Las Vegas Blvd. S.
Las Vegas, NV 89109
\$100 per attendee
\$1000 per table of ten, excluding 2012 Graduates.
Register online or call 702.641.5822.



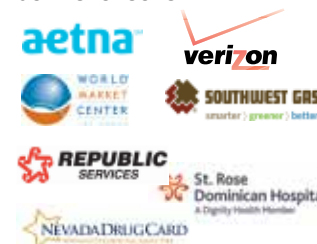
20 WEDNESDAY BUSINESS EXPO

Get ahead and get connected at Business Expo, the Chamber's annual trade show and networking event designed to give Chamber members affordable access to the business community.
Noon - 5:00 p.m.
World Market Center Las Vegas
5th Floor - Building C
495 S. Grand Central Parkway
Las Vegas, NV 89106
\$10 per attendee
Register online or call 702.641.5822.

PLATINUM SPONSORS:



GOLD SPONSORS:



SHOW PARTNER: Shepard

21 THURSDAY CHAMBER CONNECTIONS

See June 6 for details.

22 FRIDAY HEALTH CARE POLICY COMMITTEE

Address the issues facing the health care industry, including Federal health care reform, health care delivery systems and providers, opportunities and challenges related to the industry.
2:00 - 4:00 p.m.
Las Vegas Chamber of Commerce*
Exclusive for Chamber members and their employees only. Register online or call 702.641.5822.

27 WEDNESDAY CHAMBER VOICES TOASTMASTERS

See June 13 for details.



VEGAS YOUNG PROFESSIONALS
A LAS VEGAS CHAMBER OF COMMERCE ENTERPRISE

VYP SPONSORS:



5 TUESDAY MORNING BUZZ

Are you interested in joining VYP or just joined but want to know what VYP can do for you? Morning Buzz is a great opportunity for you to enjoy a FREE light breakfast and learn more about what VYP has to offer. You'll also get a chance to meet VYP Ambassadors as well as members of the Advisory Council for a small, informal Q&A session.
7:30 - 9:30 a.m.
Las Vegas Chamber of Commerce*
Complimentary.
702.586.3833 or VegasYP.com

Sponsor:



8 FRIDAY VEGAS YOUNG PROFESSIONALS FUSION MIXER

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7:00 - 9:00 p.m.
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3600 Las Vegas Blvd. S.
Las Vegas, NV 89109
Complimentary. Open exclusively to VYP members. Register online or call 702.641.5822.

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11 MONDAY VEGAS YOUNG PROFESSIONALS TOASTMASTERS

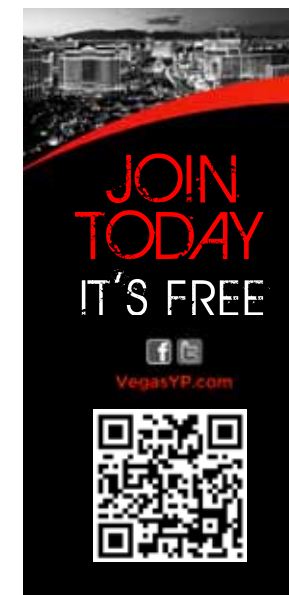
Communication skills are vital to success in the business world. The VYP Toastmasters group is for all members to enhance speaking, presentation and leadership skills.
6:30 - 8:00 p.m.
Usr lib, 520 E. Fremont St., 89101
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25 MONDAY VEGAS YOUNG PROFESSIONALS TOASTMASTERS

See June 11 for details.



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With a busy and pivotal election season already in action, the Chamber has announced endorsements for the primary election taking place on **Tuesday, June 12, 2012**. These candidates have been selected for their commitment to preserving and enhancing the pro-business environment that is vital to rebuilding our economy and creating jobs.

It is essential that candidates are elected who will listen to the business community and understand the impact that legislation can have on struggling businesses.

The Chamber has endorsed candidates in selected offices such as the Nevada State Senate, Nevada State Assembly, Nevada State Board of Education and Clark County Board of School Trustees. Please note that these endorsements relate to the primary election only, and do not constitute the Chamber's endorsement for the general election on Tuesday, November 6, 2012. The Chamber will make those decisions at a later date.

Endorsements are made by the Chamber's Government Affairs Committee. This is a group of Chamber members who analyze issues and make determinations that guide the Chamber's positioning on matters to promote fiscal responsibility at the state and local government levels, improve our education system and strengthen the business environment and economy in Southern Nevada.

Traditionally, the Chamber does not endorse or financially support federal candidates such as the U.S. Senate or the U.S. House of Representatives. For these races, the Chamber will be providing information on each of the candidates, including their stances on key topics relating to business in upcoming issues of the *Business Voice*.

For more information on the primary and the general elections, including voting schedules, locations and other important information, visit ClarkCountyNV.gov.

Chamber-Endorsed Candidates for the Primary Election - Tuesday, June 12, 2012

STATE SENATE CANDIDATES

John Lee (D)	Senate District 1
Steve Kirk (R)	Senate District 5
Mari Nakashima St. Martin (R)	Senate District 9
Harry Mortenson (D)	Senate District 11
Scott Hammond (R)	Senate District 18

STATE ASSEMBLY CANDIDATES

Jason Frierson (D)	Assembly District 8
Paul Anderson (R)	Assembly District 13
Elliot Anderson (D)	Assembly District 15
Heidi Swank (D)	Assembly District 16
Ellen Spiegel (D)	Assembly District 20
Andy Eisen (D)	Assembly District 21
Becky Harris (R)	Assembly District 21
Abraham Camejo (D)	Assembly District 28
Kelly Kite (R)	Assembly District 39
Pete Livermore (R)	Assembly District 40
Irene Bustamante Adams (D)	Assembly District 42

STATE BOARD OF EDUCATION

Ray Bacon (NP)	District 2
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CLARK COUNTY BOARD OF SCHOOL TRUSTEES

Deanna Wright (NP)	District A
--------------------	------------

For questions or inquiries regarding Government Affairs, please contact Brian McAnallen, vice president of Government Affairs, at bmcnallen@lvchamber.com or Paul Moradkhan, director of Government Affairs, at pmoradkhan@lvchamber.com or 702.641.5822. **BV**

The Las Vegas Chamber of Commerce is proud to provide members with a place to publish their current announcements. Email news items to pr@lvchamber.com or fax to Public Relations at 702.735.0320.

■ Upcoming Events

DeVry University invites employers and staff to participate in a Career Fair on June 7, from 3:30 - 5:30 p.m. The Career Fair is free to participate. For more information, call 702.492.3702.

The Body Spa West, located at 8751 West Charleston, is hosting a ribbon cutting on June 7, at 7:00 p.m. to celebrate its expansion.

Nathan Adelson Hospice's The Learning Institute is hosting a three-day workshop for people experiencing grief and loss due to major life changes ranging from death of a loved one to divorce and financial hardship. The workshop is offered June 15 – 17. Go to learninginstitute.nah.org for more information.

■ CommunityService

NV Energy is accepting applications for its Nonprofit Agency Grant program that funds energy-efficiency retrofit projects for nonprofits. Applications must be received by August 15. Go to NVEnergy.com/nonprofit for more information.

Bank of Nevada is the exclusive bank sponsor for The Smith Center for the Performing Arts 2012-2013 season.

Dominic P. Gentile was named “Las Vegas Best Lawyers Criminal Defense: Non-White Collar Lawyer of the Year” and Jeffrey A. Silver was named “Las Vegas Best Lawyers Land Use & Zoning Law Lawyer of the Year” for 2012 by Best Lawyers. Both are shareholders of **Gordon Silver** law firm.

■ Congratulations

Assurance LTD is celebrating 60 years in business. The company opened in 1952.

Cox Communications earned a spot in Diversity Inc.'s Top 50 Companies for Diversity list. This is the seventh time Cox has made the list.

Teresa Byington, Anne Lindsay and Madeleine Sigman-Grant, faculty at the **University of Nevada Cooperative Extension**, received the national USDA Priestler Health Award recognizing innovative health education programs.

Mark Tratos, co-managing shareholder of the Las Vegas office of **Greenberg Traurig, LLP**, was named chair-elect of the National Judicial College for the 2013-2014 term.

Kurt Faux, founding partner of the **Faux Law Group**, has been admitted into the National Bond Claims Association.

Rossi Ralenkotter, president & CEO of the **Las Vegas Convention and Visitors Authority**, was honored by the Human Rights Campaign at its 7th annual gala dinner. Ralenkotter was recognized for the LVCVA's strong commitment to the LGBT community.

Greg Smith, chair of **Lionel Sawyer & Collins** Labor & Employment practice group, was recognized for a third year by Human Resource Executive as one of the nation's top labor and employment attorneys.

Robert Caldwell, a shareholder at **Kolesar & Leatham**, was an invited speaker on international litigation at a American Bar Association and the China Council for the Promotion of International Trade conference.

■ Announcements

Caesars Entertainment named Jon Gray as vice president and general manager of The LINQ, a \$550 million retail, dining, entertainment and hospitality district that will open along Las Vegas Boulevard.

Nora Luna has joined **Nathan Adelson Hospice** as the new Hispanic/Latino Program Manager.

Yokel Local Internet Marketing, Inc. celebrated its one-year anniversary in April.

JP Glenn has joined **The Glenn Group** as an account executive and Scott Patterson was hired as senior digital designer/project manager for the advertising and public relations agency.

Emmanuel (Meni) Sarris is the new director of Continuing Education at the **Division of Educational Outreach at the University of Nevada, Las Vegas**.

Deb Watson has joined **Las Vegas Running Tours, LLC**, a new company to help lead running tours in and around the Las Vegas area.

Jaqueline Kiser-Parker has joined **Bank of Nevada** as senior vice president and senior relationship officer.

Andrea Paschall was named payroll supervisor at **ManagedPAY**, a payroll and human resources company.

Marc Fineman joined **Benchmark Association Services** as the company's newest community manager.

■ Wheeling and Dealing

Sunrise Health System launched a new emergency room notification feature, iNotify, enabling people to notify the ER staff in advance that they are en route to the hospital.

The Social Network Show is now offering PR Newswire's social networking and social media tool, iReach, to more than 500 social networks.

Transamerica Financial Advisors is looking for business-minded individuals to help open its new Las Vegas office. Contact 702.339.8137 for more information.

Tradebank International Inc. launched Tradebank of Las Vegas as its newest outlet. Go to tradebankoflasvegas.com for more information.

Commercial Executives brokered the sale of an office building valued at \$221,850.

Congratulations to the following companies celebrating membership anniversaries in **JUNE 2012**.

+50 years

KLAS TV Channel 8

+20 years

Gordon & Silver, LTD

Passkey Systems

Prudential Americana Group
Realtors-Jack Woodcock

Certified Folder Display Service, Inc.

Las Vegas 51s

LGA

The Meadows School

UnitedHealthcare

American Pool Supply, Inc.

Battista's Hole In The Wall

Furniture Market

National Multiple Sclerosis Society

Nevada Advertising & Events, Inc.

Paradise Trails Mobile Home Park

Fortunet, Inc.

McIntosh Communications, Inc.

Wells Fargo Home Mortgage

Castle Management

Coker Equipment Co, Inc.

Crown Wealth Management

Jan-Pro Cleaning Systems
of Las Vegas

5 years

AMPRO Orthotics & Prosthetics, Inc.

Ace World Wide Moving and Storage

Apex of Nevada

Crystal Spa & Foot Massage

David R Jones, DDS

Dr. Eugene Porreca

Edward M Zimmerman, MD, PC

Firehouse Subs

Hand in Hand Preschool &
Early Development Center

Hi-Care Company

Hippocrates, MMDS

Ideal Mechanical

Izon Investigations PI #1420

Konami Gaming, Inc.

Law Office of Joel Mann

Newt's Tailoring & Alterations

Omar Haikal Islamic Academy

Perfection Enterprises, Inc.

R. A. Armfield, Inc.

Rodgers & Rodgers Tax Services

Sahara Camera Center

Seasons Floral Boutique

Shelter Insurance

Star Flower Corp

Steve Rhodes Prosthodontics

Telemundo TV 39

Three Star Real Estate Investment -
Morena Rios

Timothy S. Cory & Associates

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Whitehills Painting Co., Ltd

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Lunas Recycling

Lunas Recycling celebrated its new state of the art facility at 4830 E. Cartier Ave. with an open house. Lunas not only diverts waste from the growing landfills, but also creates new markets for all its recycled materials. Call 702.644.6840 or visit lunasconstruction.com.



Green is Good Lawn Services

Green is Good Lawn Services commemorated its new Chamber membership. It specializes in tree works and landscape maintenance with focus on quality and customer satisfaction. It services both residential and commercial clients. Call 702.788.3266 or email greenisgoodlawnservices@yahoo.com.



Wells Fargo Bank

President's Club

Wells Fargo Bank proudly opened its new location at 445 Windmill Ln. This traditional location features convenient extended hours and services. Call 702.269.4011 or visit wellsfargo.com.



Feeling the Knead

Feeling the Knead celebrated its grand opening. Feeling the Knead offers a full variety of therapeutic and clinical massages with a soothing touch, including orthobionomy, a form of therapy effective in treating stress, injuries, pains and structural imbalances. Call 702.806.4198 or visit feelingtheknead.com.



Hilton Grand Vacations Club-Las Vegas

Hilton Grand Vacations Club-Las Vegas celebrated the complete renovation of its one and two bedroom suites located at 455 Karen Ave., inviting business and leisure travelers to experience its relaxed setting. Call 702.946.9229 or visit lasvegashiltonhgc.hilton.com.



SuperPawn

President's Club

SuperPawn celebrated its recent remodeling at 5910 W. Lake Mead Blvd. It is owned and operated by Cash America, Inc. and offers exceptional customer service and quality merchandise at affordable prices. SuperPawn proudly supports local non-profit organizations. Visit superpawn.com.

* To arrange your ribbon cutting, contact Georgia Allen at 702.586.3838 or email gallen@lvchamber.com.

Chamber Member Discount Offer



Roeder & Associates/ Balance Your Books, LLC

Roeder & Associates/Balance Your Books LLC celebrated its new Chamber membership. Call 702.370.0333 or visit roederandassociates.com and balanceyourbooksllc.com for more information.



Robert A. Massi & Associates

Attorney Robert A. Massi & Associates, located at 11201 S. Eastern Ave., celebrated its new Chamber membership. Robert A. Massi & Associates practices personal injury, real estate, business law, wills, trusts and legal consultations. Call 702.870.1100 or visit bobmassi.com.



Company of Experts, Inc.

Company of Experts, Inc. celebrated more than 20 years in business at 1140 N. Town Center Dr. The foundation of its success is utilizing the existing talents and resources of the organization to enhance customer satisfaction, business goals and stakeholder engagement. Call 702.228.4699 or visit companyofexperts.net.



Upromise Investments

Upromise Investments commemorated its new Chamber membership. It is the program manager for three of Nevada's 529 college savings plans. The plans are national tax-advantaged higher education savings vehicles designed to help families save for college. Accounts are easy to open, flexible and professionally managed. Visit nevadas529.com.



Rocket Fizz-Las Vegas

Rocket Fizz-Las Vegas celebrated its new Chamber membership at 9410 W. Sahara Ave. at Village Square. Rocket Fizz Las Vegas has the world's largest selection of bottled soda pop and candy favorites from the '50s, '60s, '70s and '80s. Call 702.889.4292 or visit rocketfizzvegas.com.



Voit Real Estate Services

Voit Real Estate Services opened its new location at 6385 S. Rainbow Blvd. with more than 230 guests in attendance. Call 702.734.4500 or visit voitco.com.

WHAT YOU NEED TO KNOW:

IMPORTANT NEWS ON WORKERS' COMPENSATION



Workers' compensation is one of the few types of insurance where the insurance buyer decides directly how much to pay for the policy. There are a number of factors that influence how the final premium is calculated, but they all boil down to one thing: claims history. From tiered pricing to schedule credits to experience modifications, insureds with fewer claims pay lower premiums.

On March 1, 2013, the National Council on Compensation Insurance (NCCI) will be making a significant change in the price most of us pay for workers' compensation insurance. The formula used to determine the credit (or debit) for an individual

business based on its safety record will be modified to provide even greater penalties for insureds with claims. The good news is that employers with fewer claims may actually see a reduction in premiums.

Here's how it works: If your average annual premium is more than \$3,000, you are eligible to have an experience modification (or e-mod) applied to your policy. An e-mod is a comparison of how your claims measure up against similar types of businesses over a three-year period. If the e-mod is less than 1.00, your claims are fewer than average and your premiums are discounted accordingly. Conversely, an e-mod greater than 1.00 indicates

losses that are greater than your peers and your premiums will be increased.

Under the current formula, claims are "charged back" based on both frequency and severity. When a claim is entered into the calculation, the NCCI applies the first \$5,000 of any claim at 100% of its value. The balance of the claim is then discounted to soften the impact of a severe loss. After March 1, the first \$10,000 of any claim will be included at full value and only the amounts more than that will be eligible for discounting. This means that, if you have claims that are more than \$5,000, your premiums will more than likely increase next year.

To get an idea of how this could affect insurance costs in 2013, consider a hypothetical retail employer whose workers' compensation premiums are \$10,000 per year. Currently, a claim costing \$10,000 will increase the annual premium by \$1,800 for three years, for a total of \$5,400. In 2013, the same claim will increase the annual premium by \$2,700, with a total three-year cost of \$8,100.

So, as an insurance buyer, how can you make certain you aren't paying too much for workers' compensation? Here are four steps that can help:

- **Make sure the current e-mod calculation is accurate.** Ask

your insurance professional for a copy of your experience rating form and verify that the payrolls are correct and all of the claims listed are accurate (by verifying both the name of the employee and the amount of the claim).

- **Prepare for 2013 calculation of your e-mod.** E-mods are calculated six months after the normal expiration of the policy. Three months after your policy expires this year, ask your insurance professional for a listing of all claims from the prior three years and make sure every claim is accurate and closed. If there are open claims, ask the insurance carrier what needs to happen to get the claims closed in the next three months and follow up.
- **Prevent future claims.** Consider upgrading your current safety efforts. Are you consistently evaluating hazardous job conditions and making sure your employees are aware of how to avoid them? Many employers sponsor safety incentive programs, which have proven to have lower claims frequency. Employees are rewarded with cash or prizes for remaining injury free. The cost of these programs is far outweighed by the insurance premium savings they create.
- **Mitigate the claims you do have by implementing an early return to work program.** Nevada allows claims to be discounted by 70%, when only medical costs are paid on a claim. By keeping an injured employee working on modified duty, you can save thousands of dollars in insurance premiums. Going back to our fictitious employer above, a claim of \$3,000 that includes two weeks off work will increase his workers' compensation premiums roughly \$2,700 over the next three years. By arranging for modified work, that same claim will only result in an increase of \$900. Your insurance provider should be able to assist you with finding alternative ways to keep injured employees working while they heal.

Under the new e-mod calculation, employers who have maintained good safety records will be rewarded with even lower e-mods and lower insurance premiums. If you have had trouble controlling injuries in the past, there is no better time than the present to take a closer look at implementing the strategies above to generate real savings for your company.

For more information, contact your insurance agent. 



Written by Dave Lester,
Brown & Brown Insurance



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Chamber members and Vegas Young Professionals joined together for a dynamic evening of networking. Attendees enjoyed the stellar view from the 64th floor and appetizers from renowned Chef Alain Ducasse.

BUSINESS POWER LUNCHEON CELEBRATING THE 65TH ANNIVERSARY OF THE NEWS BUREAU



It was an exciting luncheon that celebrated 65 years of the Las Vegas News Bureau and the building of the Las Vegas brand throughout the decades. Attendees were the first to learn the identity of the new Miss Atomic Bomb 2012 – Holly Madison!

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RISK MANAGEMENT IS YOUR BUSINESS PREPARED?



Risk management may seem a dry topic. The principles and concepts, however, are essential to the survival of your business and are necessary, just like regular oil changes keep your car going.

Risk exposures can be one of the most overlooked areas in small business. Prudent business owners take care to minimize the loss, as in any type of venture or investment.

The cost of workplace injuries and illness can damage the growth and profit of a small business. The cost to small businesses for workplace injuries alone is estimated to be \$250 billion annually. The figure is \$31 billion more than the direct and indirect costs of all cancers, \$76 billion more than diabetes and \$187 billion more than strokes.


Recent studies strongly suggest that poorly planned risk management plans are almost as bad as not having one because they can be time consuming, provide no long term benefit and ultimately reduce profit. A good risk management plan is a strategic management approach to foresee the risks, estimate the impact of those risks and create response plans to mitigate them. Every manager and business leader needs to be aware of the practices and principles of effective risk management. Understanding how to identify and treat risks to an organization can save you from unnecessary situations and will prepare managers and team members for any unavoidable incidences or issues. A good plan not only has adequate insurance coverage to compensate for losses which might occur, but it includes a plan to prevent losses, if possible, and to manage unexpected events.

There are risk management procedures for every category of business. What matters is that the process and benefits resulting from a solid

plan will produce positive and noticeable results. It is also important to understand "mitigating damages," a term used frequently in risk management, that is defined as "the use of reasonable care and diligence in an effort to minimize or avoid injury."

The risk management process includes five rudimentary but essential steps:

- Identify and Evaluate the Potential Loss or Risk – Is there an unsteady chair, cracked steps or an unstable banister on the stairway? Does your business have well-lit walkways? This goes hand-in-hand with an awareness of potential incidents that could arise.
- Allocate Ownership – This is accepting the risk. Know who to call, what to do and how to respond to an incident. What is your process in the event of a loss? Do you know the name of your insurance carrier? What is your policy number? What number do you call to report a loss?
- Plan for Mitigation – What is the plan to avoid consequences? What is the plan to prevent losses from happening again?
- Action – Be proactive, always. Have an emergency plan before it happens.
- Assess Effectiveness – The outcome should demonstrate either a decrease of incidents or none at all, which is the goal.

An effective risk management plan will assure the growth of a business and provide a solid foundation for success. 

*Written by Kathleen P. Murray,
Capstone Risk Management & Insurance*

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*THIS NUMBER IS THE AGGREGATE ANNUAL BUYING POWER OF DESERT COMPANION READERSHIP. DATA ANALYSIS PROVIDED BY APPLIED ANALYSIS 2010.

HOW WILL YOU MAKE THE MOST OF YOUR SUMMER FOR YOUR BUSINESS?

I am optimistic that more visitors this year will enjoy not just the desert heat and air-conditioned resorts, but the beauty of our valley and our thriving downtown scene!

Kelley L. Tucky, Vice President of Internal Marketing
MGM Resorts International

Business development is a challenge during the summer months, with business owners travelling for vacation, monthly luncheons going dormant and the oppressive heat – Try meeting AT potential clients' offices, bring breakfast/lunch to them, eat where they have covered parking/valet – Finally, prepare for fall by researching new opportunities.

Samuel A Culotta, Jr., Vice President, Business Development
Bank of Nevada



Many of our clients attend trade shows throughout the summer. Our company provides their corporate dress as well as exhibit booth "giveaways"...and this keeps us SUPER busy!

Chris Ferro, Owner
PROforma Impact Branding

We will be promoting our skin cream which has a natural SPF factor in it that helps protect and nourish your skin. We regularly test our products ourselves out on Lake Mead, and are developing a natural sunscreen that we plan to launch this summer.



Shelley Hiestand, Co-Owner
Electric Body Healthy Skin Care

I will be photographing awesome people because it's wedding season! As a new business owner in Las Vegas, I will be making new contacts and meeting new vendors in the wedding industry and beyond! Summer is also a great time to learn a new skill set that is photography specific.

McKenzi Taylor, Owner
Taylored Photo Memories

Summer means PLAYTIME at Lied Discovery Children's Museum! It's the perfect place to escape the heat, have fun and learn. We're also hard at work on the future DISCOVERY Children's Museum scheduled to open early 2013.

Linda Quinn, CEO
Lied Discovery Children's Museum



Working as hard as we can to help people protect their equity and avoid foreclosure by assisting underwater owners who need to sell. Short sales must close by Dec. 31, 2012, to avoid monumental tax liabilities. At this time Congress has not extended the Mortgage Forgiveness Debt Relief Act.

Rosie and Curt Harsch, The Rosie Harsch Group, LLC
Realty Executives of Nevada

ISCOPE, Ilc's Clark County Practical Shooting Club will be having weekly Monday Night Steel Challenge Matches with membership open to the public. Matches are held at the Clark County Shooting Park. Shooting under the lights after sundown is the most enjoyable time during the summer.

Pete Rensing, Owner
ISCOPE, Ilc



Contacting out-of-state agents for referring clientele either retiring or relocating businesses here will be a major marketing effort. Southern Nevada is a prime market for those prospects.

Paul Bell, Owner
Wende and Paul Bell, CRS, GRI

CSN is offering an 8-week two-part Bridge Program that will work to 1) prepare high school students for the proficiency exam, and for those who do well in the first part 2) provide them an accelerated version of a CSN math class that will help prepare them for college math.

Dr. Joan McGee, Executive Director
College of Southern Nevada

Summer brings opportunities for new business as well as fun activities and presentations for our people. We have sales contests, BBQ's, company outings and meetings in the park to raise morale and improve relationships and therefore communication. Happy, motivated employees equal happy customers and summer is a great time to be creative!

Grady Jones, Service Center Manager
Western Exterminator Company



For our clients, we will be providing Virtual Business Services to enable them to make the most of their summer away from the office, but still have their businesses running smoothly.

Laura Schneiderman, Business Development Specialist
The Officesquad.com

With school out, we will be busy talking to parents about summer learning loss. Keeping children engaged in learning activities during the summer makes a big difference when they return to school. It is also a great time for struggling students to get caught up.

Mike Behm, Owner
Tutor Doctor, Las Vegas



This summer, we will be working with Nevada homeowners to help them understand how to reduce their energy costs using solar energy. Going GREEN is affordable and we can guide the customer through various federal and state rebate programs. Energy efficiency combats rising temperatures and we want to help.

Marcello Beron, Sales Manager
Service First Energy Solutions



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M Resort

August 2, 2012
Northern Nevada
Silver Legacy

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go to www.nevadabusiness.com/events

Anthem  

Proceeds from the events benefit students pursuing careers in healthcare education.

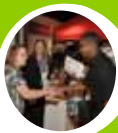
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**U.S. CONGRESSMAN
JOE HECK**

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\$40 Chamber members

\$55 non-members

\$400 table of ten, members

\$550 table of ten, non-members

**Table purchase includes two
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